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# Metrics Matter to Navy/Marine Corps Intranet ( ) Customers

***Enterprise metrics hide poor  
contractor performance at the  
command level***

Presented to RADM Dwyer  
Program Executive Officer for  
Aircraft Carriers  
21 November 2003

# *The Challenge...Improve Performance*

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Enterprise level metrics  
mask performance  
at the command level

# *The Opportunity ...*

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1. Enables mission accomplishment and success of Sea Power 21
2. Increases productivity - Lowers cost to Navy
3. Improves NMCI customer satisfaction

*A Solution ...*

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# COMMAND LEVEL METRICS

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# Charting the Course ...

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Pilot underway at

NAVSUP/NAVICP

1. Downloaded geographic data from EDS website and populated an Oracle database
2. Mined UIC specific data from the database for command impacting trends
3. Collaborated with EDS

*GOOD NEWS! Pilot results already show improved contractor support at command level with trend data and collaboration with*

*EDS*

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# NMCI Customer Service Data

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Welcome to the NMCI HomePort - Microsoft Internet Explorer provided by Navy Marine Corps Intranet

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History Print

Address http://homeport/

Links Customize Links Homeport Help Desk Reporting Web NMCI OWA - domain=na

Home MyWorkspace Services Search Personalize

NMCI INFORMATION STRIKE FORCE

HD Tickets  
MAC Tickets  
Misc Items

## NMCI Help Desk Tickets DB Search Results

Note: All Ticket Date and Time are in GMT

Report Date : 10/30/2003 6:29:40 AM , 1154 ticket(s) found.

Date Range: 10/01/2003 - 10/30/2003, Status/Pending: % and Case\_Id\_ like %%%%

Ticket Number	Create Date/Time	Source	Base	User Name	Category	Type	Item	Status	Pending	UIC	Resolved Date/Time
NFH000000401491	10/1/2003 10:24:03 AM	Phone	PHIL	Karen L Hunt	Account Unlock	NMCI Network	Problem/User Issue	Closed	Other	N00383	10/1/2003 10:33:02 AM
<b>Problem Description:</b> Karen L Hunt, customer cannot log in. Came into a screen this morning that said her password was incorrect. She hadn't even tried to log in yet. She rebooted and she says her name is now saved on the log in screen, which it usually isn't. Account was locked. Verified users' info and PIN. Unlocked account. User able to get in. Originally her e-mail had only one message. Now she has all her stuff. Gave permission to close ticket.											
NFH000000402585	10/1/2003 3:37:26 PM	Phone	PHIL	Lisa F Santos	Client Software	MS Outlook/Email	Problem/User Issue	Closed	Other		10/1/2003 4:20:12 PM
<b>Problem Description:</b> Lisa F Santos, (215) 697-2989, Cannot access emails, everybody in her office is having the same problem. had user shutdown and reboot system. Still unable to open outlook after reboot.											
NFH000000414824	10/9/2003 12:58:06 PM	Phone	PHIL	Theresa A Bickel	Account Unlock	NMCI Network	Problem/User Issue	Closed	Other	N00383	10/9/2003 1:04:14 PM
<b>Problem Description:</b> Theresa A Bickel Called requesting a pswd reset, had forgotten it. Verified user information and they knew their PIN. Reset user pswd in AD. Verified that user could log in. User had no other tkts/issues. Permission to close tkt.											
NFH000000434827	10/22/2003 4:39:54 AM	Fax	PHIL	Mary Kim F Canning	Informational	General Question	VM/Email	Pending	Customer Response		
<b>Problem Description:</b> VM 10/20/03 8:40AM requests a call back.											
NFH000000407007	10/3/2003 6:23:00 PM	Phone	PHIL	John A Princiotta	Client Software	MS Outlook Public Folders	Problem/User Issue	Closed	Other	N00383	10/14/2003 9:18:32 PM
<b>Problem Description:</b> John A Princiotta in Outlook cx gets message The address list could not be displayed. Navsuplegal GAL. 215) 697-5971											
NFH000000403583	10/2/2003 3:38:47 AM	Fax	PHIL	Mary Nemcik	Informational	General Question	VM/Email	Pending	Customer Response	N00383	
<b>Problem Description:</b> VM 1117 Mary Nemcik called in about not being able to log onto her computer. says that when she tries to log on, it will not allow her.											
SDH000000410049	10/7/2003 5:54:54 PM	Phone	PHIL	Stephen F Mcfadden	Informational	General Question	Technical Question	Closed	Other	N00383	10/7/2003 5:56:26 PM
<b>Problem Description:</b> Stephen F Mcfadden can not access the SAP apps. Phone: (215) 697-5460											
NFH000000411445	10/7/2003 3:10:59 PM	Phone	PHIL	Hsiang-yu Kung	Client Software	MS-OS Windows 2000	Problem/User Issue	Resolved	Other	N00383	10/17/2003 12:59:00 PM
<b>Problem Description:</b> Hsiang-yu Kung - system problem - config sys initialize failed upon boot up. had Cx shutdown and then restart. error comes up immediately when machine											

Applet started.

Local intranet

1. Long listings / raw data
2. No historical trends
3. Masks contractor performance

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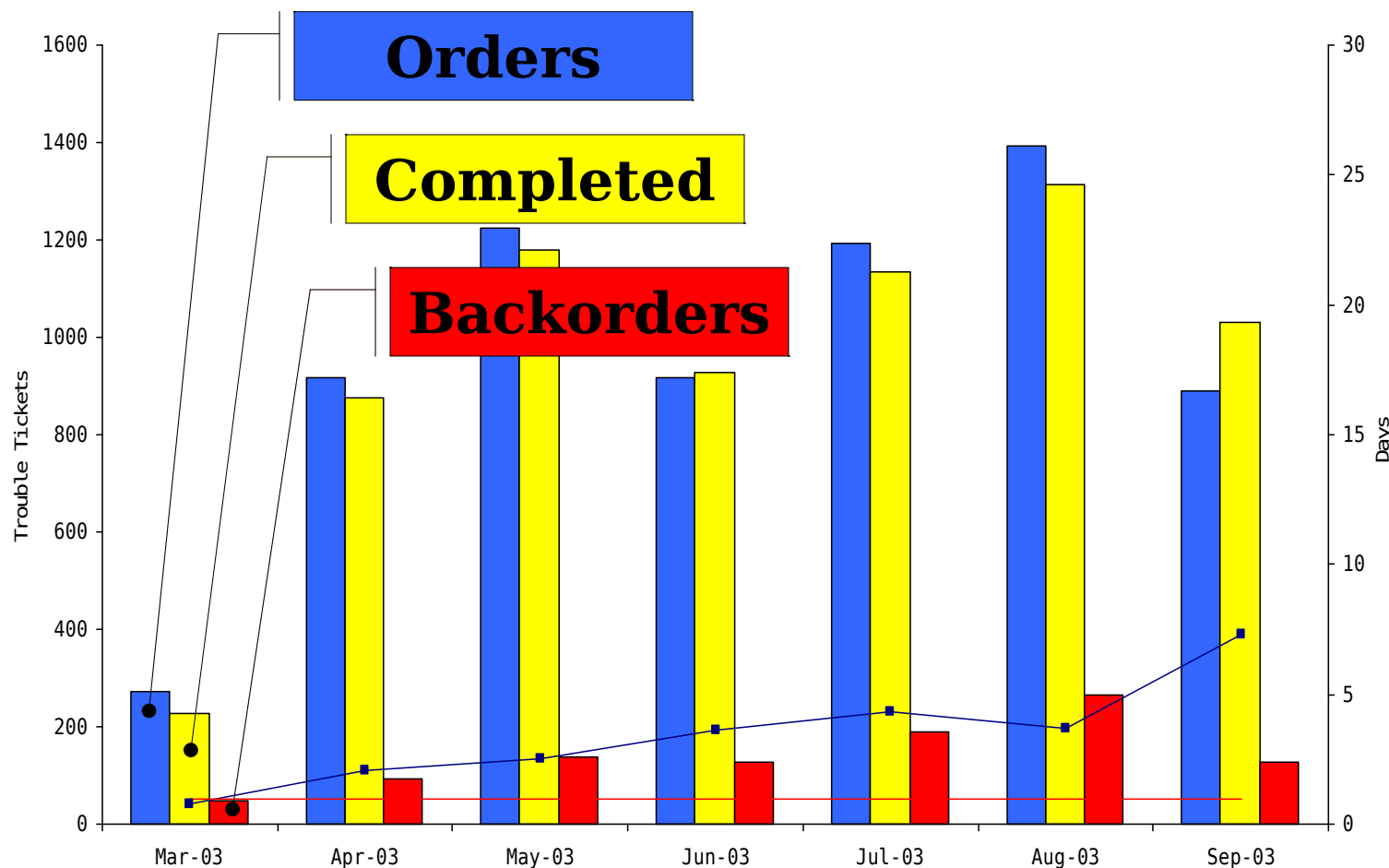
# *Trouble Tickets and MAC's*

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- ◆ Trouble Tickets =  
Individual user problems
- ◆ MAC's =  
Move, Add, or Change  
*(1 MAC per seat included / year...add'l MACs cost)*

# Phase 2: Pilot ... Trouble Tickets NMCI Customer Service Metrics

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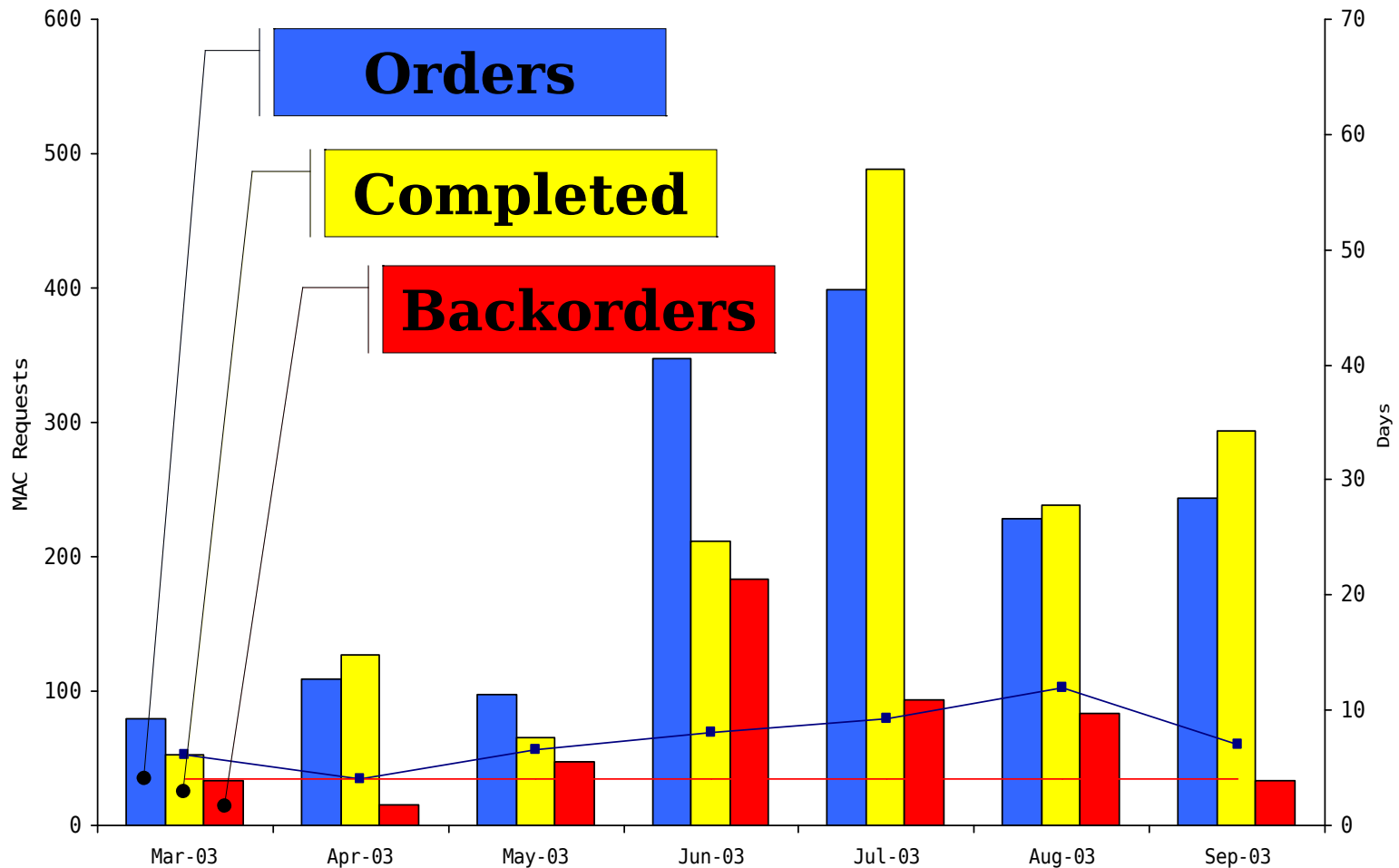


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# Phase 2: Pilot ... MAC's NMCI Customer Service Metrics

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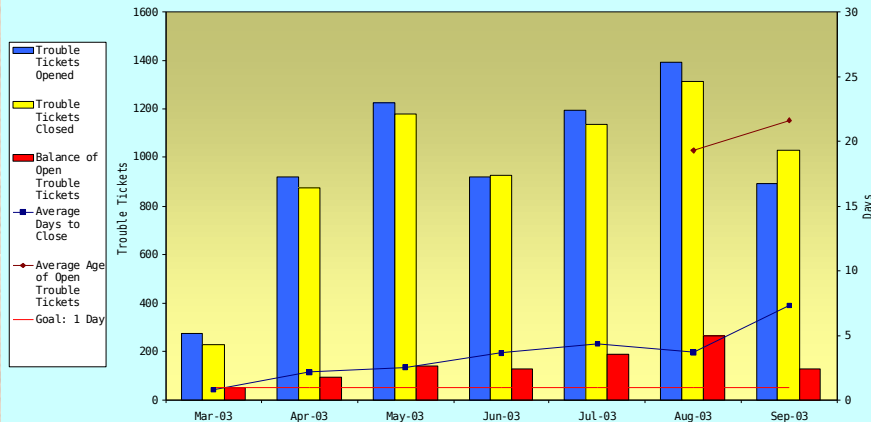
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## Sea Enterprise

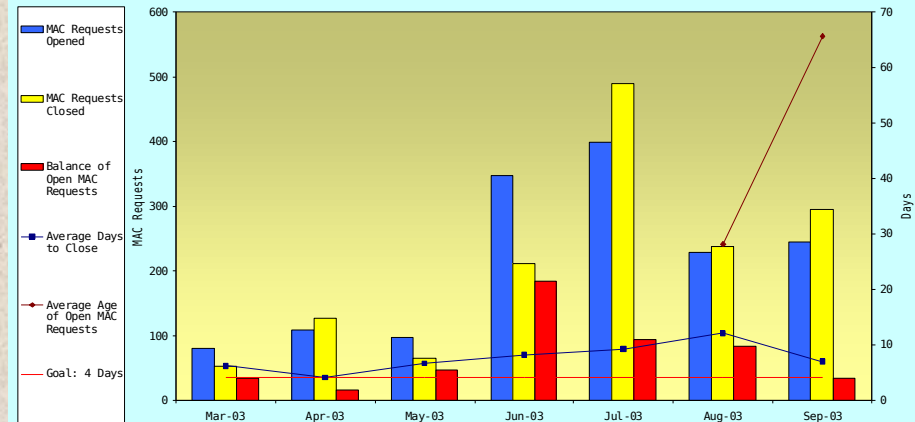
### NMCI Customer Service Cockpit Chart

#### NMCI: Trouble Tickets



	Sep-03
Trouble Tickets Opened	891
Trouble Tickets Closed	1,030
Balance of Open Trouble Tickets	127
Average Days to Close	7.3
Average Age of Open Trouble Tickets	21.6

#### NMCI: MAC Requests



	Sep-03
MAC Requests Opened	244
MAC Requests Closed	294
Balance of Open MAC Requests	33
Average Days to Close	7
Average Age of Open MAC Requests	65.7

Monitor Enterprise & command level performance

Improve workforce productivity

Enable & enforce contractor accountability

# *Call to Action ...*

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NMCI Program Management Office (**SPAWAR**)

Confirm Navy-wide trends

Provide meaningful Command level metrics

**MAKE THE METRICS MATTER**